



## FAQ's

### **We design and execute Meetings and Events globally specialising in serving Life Science Business**

#### **Meeting planner (B2B)**

- Face-to-Face, Virtually, the Hybrid way
- Registrations, Invitations, Communication management
- Logistics (Air & Train Travel, Ground Travel Services at meeting location)
- Meeting Technology and Meeting Site Personnel (Meet & Greet, Front Desk, Conference Facilitator)
- Accommodation bookings
- Food & Beverage Handling
- Reporting

#### **We design and execute Programme Services / Activities in Greater Helsinki Area, Southern Finland (B2B, B2C)**

- Cultural Historical and Nature themed Guided Tours (in Archipelago, in Forests, in Cities)
- Active, more sportive Guided Tours (Nordic Walking, Cycling, Yoga Outdoors, Plogging)
- “Design for all” – themed Inclusive Tours (for people with mobility impairments, hearing impairments, and people with developmental disabilities)
  - We commit to promoting equality and reducing inequality by creating services suitable for everyone. Non-discriminating, inclusive travel contributes to an open, equal, and engaging society regardless of age, sexual orientation, religion, culture, and special needs.
  - For our Tours we always give priority to local, eco-friendly, and fair-trade suppliers whenever these are available and of sufficient quality.
  - We may use vehicles and / or equipment, such as buses, metro, trains, bicycles, snowshoes, water buses and RIB-boats

#### **We design and create content (B2B)**

- Cultural Historical and Nature themed digital content creation (museums, paths)
- Tour Design (Guided tours in Greater Helsinki area)
- Hobby Club Design (different age groups)

## **WHERE DO I FIND EVENIO'S TOURS AND ACTIVITIES?**

- Public Tours can be found and purchased through our online shop and Johku. Viator and Doerz are not yet available.
- For private tours we prompt to contact us (Phone call, e-mail). Our turnaround time is max. 24 hours between Monday and Friday. Contact details are always visible on our website.
- Evenio sends out appr. 4 times a year a Newsletter, sign up via Evenios webpage

## **WHAT KIND OF LIMITATIONS ARE THERE FOR THE TOURS?**

- Public tours have limitations what comes to the number of participants. All tours are confirmed by e-mail to enrolled participants 12 hours (if not otherwise mentioned) before the start time. The online shop may offer the possibility to enrol to the waiting list
- Our Tours do always have a description that tell participants how demanding the tours are. (Length, altitude, quantity of stairs, materials of surfaces, weather condition etc.)
- Design for All – Tours have a detailed description of the Tour suitability

## **WHAT LANGUAGES ARE AVAILABLE FOR THE TOURS?**

- English, German, Swedish, and Finnish. Ask well in advance for other languages.
- An interpreter may come along, just kindly inform Evenio in forehand

## **HOW ARE THE TOURS PAID?**

- The public tours are to be booked and paid in our online shop
- Group tours may be invoiced, paid using a bank card or a payment link can be sent
- The tours can be paid using a common debit or credit card or in cash (Payment links and contactless payments)

## **WHAT IS THE CANCELLATION POLICY?**

- Each tours cancellation policy can be found in the Tour description or in the offer
- In "Force Majeure" -situations Evenio has the right to cancel the tour (e.g., in case of illness)

## **HOW SHOULD I PREPARE FOR THE TOURS?**

- Kindly read the description of the tour thoroughly through to gain understanding of the tour's requirements
- We always recommend selecting proper footwear and comfortable clothing suitable for the weather and tour condition
- For longer Tours we advise taking water and snacks with you

## **THE INSURANCE POLICY**

- All our tours are planned from the safety point of view
- All our tours are covered by liability insurance
- We emphasize the importance of your own travel or accident insurance

## **TAKING PHOTOS ON THE TOUR**

- Feel free to take photos for yourself, and to share them in the social media channels. You may tag them with hashtags #evenio #eveniotoursandtrails
- Evenio reminds on good manners and Policies regarding Public Photography
- Evenio may take photos during the tours for commercial purposes. This will always be announced in beforehand, and you can always refuse to be photographed.